Complaint Processing

# Purpose

In order that a technical problem or system defect can be resolved quickly and effectively in the event of a concern, the Schaeffler Group stipulates the use of the 8D method for team-oriented problem-solving.

The so-called *8D Report* (see *QAA / S 296001 Part 4, Appendix 1*) records the way in which the concern is handled and the appropriate corrective measures that are taken in a clear, summarized form.

# Procedure

The supplier must submit a written statement to the customer’s recipient plant(s), specifying what containment actions are to be taken (*Discipline 1* to *3)*, within 48 hours of receiving the complaint or within the response time specified in the inspection report.

The supplier must complete the *8D Report*, up to and including the planned corrective measures (*Discipline 1 to 5*), and return this to the customer within 5 working days of receiving the complaint or the reference parts.

Once the corrective measures have been introduced and verified, the supplier sends out the com­pleted *8D Report* (*Discipline 1 to 8*), up to and including evidence of the effectiveness of the intro­duced measures, to mark the end of the complaint process.

If the customer does not agree with the contents of the *8D* *Report*, the supplier is under obligation to make subsequent improvements. The customer must be supplied with further details or inter­mediate status reports on concern processing upon request.

# Definition of the 8 disciplines

The 8D method of problem-solving involves working through the following eight processes on an autonomous basis:

Discipline 1: Team

An interdisciplinary team must be set up for the purpose of processing the concern. The team leader coordinates all activities and reports to the customer.

Discipline 2: Problem description

The problem that has occurred must be defined as accurately as possible, to prevent any mis­understandings when the complaint is processed further. Questions: who, what, when, where, why, how, how many.

Discipline 3: Containment actions

In order to limit the damage that has occurred, any stock affected by the problem in the production facility, warehouse, at the subcontractor's premises, en route to the customer, or at the customer's premises, must be located, quarantined and marked immediately, or recalled if already delivered.

The supplier, in agreement with the customer’s recipient plant(s), establishes what further containment actions (sorting, 100% inspection etc.) need to be taken and checks their effective­ness. The method of marking the affected products and subsequent sorted deliveries and the content of these markings must also be coordinated.

Discipline 4: Defect cause(s)

Standard analytical methods, such as “Ishikawa” (fishbone diagram) or the 5 "Whys", must be used to determine the actual cause(s) of the problem.

Discipline 5: Planned corrective action(s)

In addition to determining the cause(s) of the defect, the supplier is also responsible for defining effective corrective actions to solve the problem in the short term. Written proof of the effective­ness of these measures must be provided.

Discipline 6: Introduced corrective action(s)

Corrective actions, which reliably prevent the defect from recurring, must be defined in agreement with the relevant customer plant and in accordance with the effectiveness proven under   
*Discipline 5*.

Discipline 7: Prevent recurrence of the defect

Suitable comprehensive measures must be taken in order to prevent the defect from recurring in conjunction with similar products or processes.

Product and process documentation, such as the FMEA, Control Plan, guidelines, technical speci­fications, drawings and work instructions must be updated in line with the established cause(s) and corresponding corrective actions.

Discipline 8: Team success acknowledged / approval

The results that have been introduced effectively by the team are acknowledged by the team leader and approved by the customer.

# Applicable documents

**Applicable appendix to S 296001** **Part 2**

(see *www.Schaeffler.de / Suppliers / Quality / Production Material*)

*Appendix 1 8D Report* form